

**THE CITY OF MT. SHASTA  
DEPARTMENT OF PUBLIC WORKS  
ROUTINE AND EMERGENCY WATER/SEWER  
DISPATCH PROCEDURES**

Requests to turn off water for routine water repairs or to provide maintenance on City sewers may be made to City Hall by calling (530) 926-7510 during regular business hours, Monday through Friday, 8:00 a.m. to 4:00 p.m.

The City considers all repairs as non-emergency unless there is a severe water leak or sewer surge into a residence or spill on private/public property

There is a \$62.00 charge for non-emergency calls to shut off or turn on water service after the Department of Public Work's normal hours of operation (7:00 a.m. to 3:30 p.m., Monday through Friday).

In the event of an emergency, a Department of Public Works technician will be dispatched after normal business hours by calling the Mt. Shasta City Police Department at (530) 926-7540. In an after-hour emergency, please allow 30 minutes for a Public Works technician to arrive. If response time is more than thirty minutes, advise the Police Department. The \$58.00 charge does not apply to emergencies.

If you have any questions about routine and/or emergency Department of Public Works dispatch procedures, please contact Rod Bryan, Public Works Director.